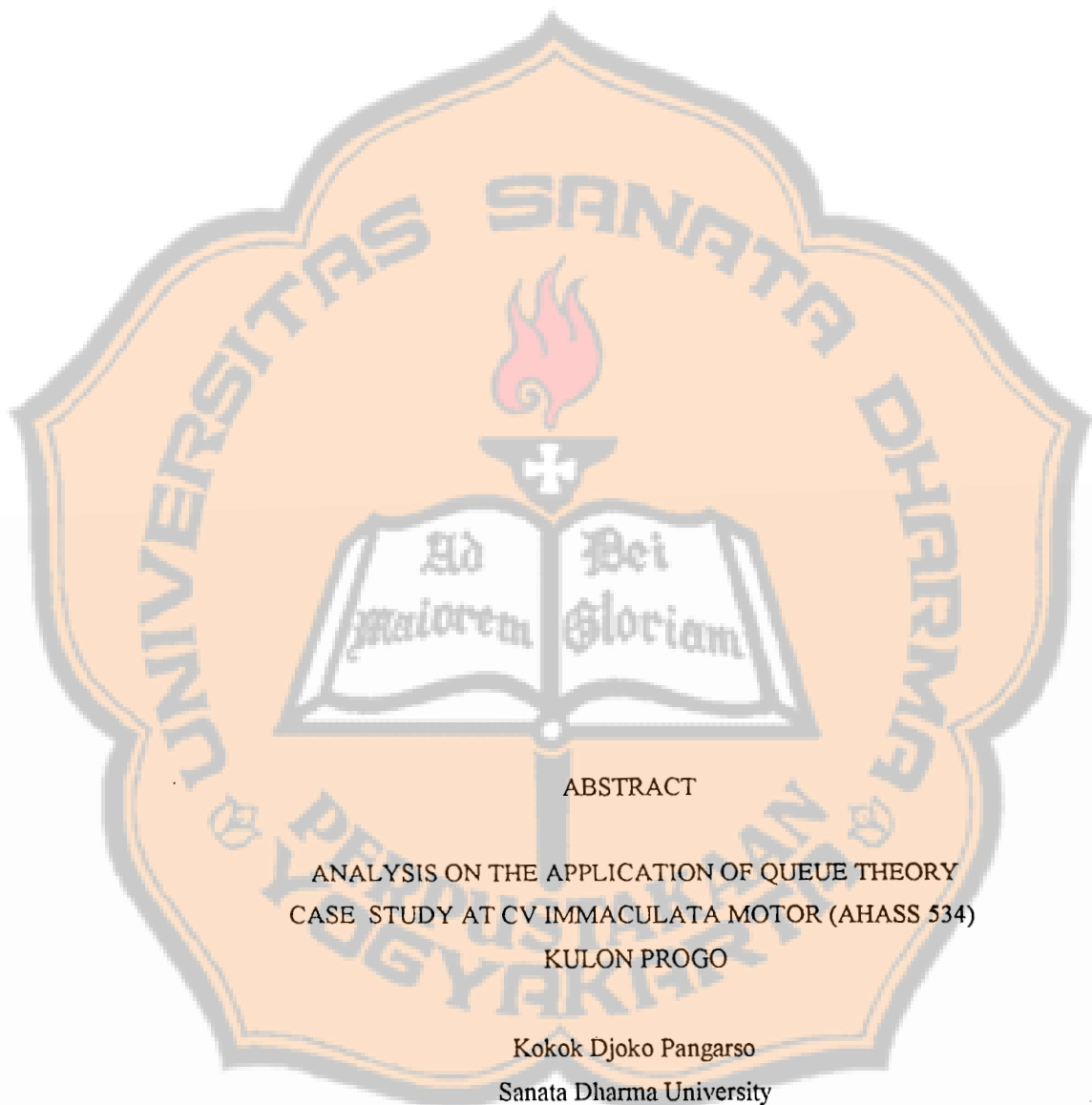




Tujuan penelitian ini adalah untuk mengetahui (1) Efektifitas penerapan sistem antrian pada bulan September 1999, (2) Berapa jumlah fasilitas pelayanan yang efektif untuk bulan Maret 2000.

Penelitian dilakukan di bengkel sepeda motor CV Immaculata Motor "AHASS 534" Kulon Progo. Pada bulan September 1999 sampai Oktober 1999. Data diperoleh dengan mengadakan wawancara, observasi dan dokumen perusahaan.

Masalah yang pertama dibahas dengan langkah-langkah sebagai berikut : 1) menerapkan rumus teori antrian model M/M/1 ; 2) membandingkan sistem antrian secara teoretis dan kenyataan perusahaan ; 3) menghitung keuntungan bulan September 1999 ; 4) menghitung biaya penambahan



ABSTRACT

ANALYSIS ON THE APPLICATION OF QUEUE THEORY
CASE STUDY AT CV IMMACULATA MOTOR (AHASS 534)
KULON PROGO

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The aim of this research is to know : 1) the effectiveness of queue system in September 1999 , 2) how many service facilities were effective in March 2000.

This research was conducted at CV Immaculata Motor "AHASS 534" motorcycle repair shop in Kulon Progo in September - Oktober 1999. Data collecting techniques used were interview, observation and documentary study.

Steps taken for solving the first problem were : 1) to apply the formulation of queue theory M/ M/1 model ; 2) to compare the theoretical queue system with the reality in the shop ; 3) to calculate the profit in September 1999 ; 4) to calculate the cost when there was addition of one unit